

WKO 121: READY TO WORK II

This course provides a career pathway for individuals with limited education and employment experience by providing them with entry-level skills. Topics covered include customer service, team building, FDIC, Lean/JIT operation, principles of quality, conflict resolution, decision analysis, problem-solving, and time management. Completing this course and passing the Ready To Work final exam earns the student the Alabama Certified Worker certificate.

Credits: 2

Lab Hours: 1

Lecture Hours: 1

Prerequisites:

[WKO 120](#)

Ready To Work I